MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2022/2023 (TERM ID 2220)

BBB1014 – UNDERSTANDING MANAGEMENT

(All sections/Groups)

06 JULY 2023
9.00 a.m.-11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 1 page.
2. Attempt **ALL** questions. The distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

Discuss **FIVE (5)** critical importance of the Human Resources management function to organizational competitiveness. (25marks)

QUESTION 2

Leadership in business is the capacity of a company's management to set and achieve challenging goals, take fast and decisive action when needed, outperform the competition, and inspire others to perform at the highest level they can.

Briefly discuss what are the **FIVE (5)** styles of leadership in management. (25marks)

QUESTION 3

a) How would diversity affect the effectiveness of team and discuss the challenges of diversity which managers need to overcome? (10 marks)

b) Negotiation is the process in which two or more parties reach an agreement on an issue, even though they have different preferences regarding the issue. Explain **THREE (3)** approaches in the negotiation process. (15 marks)

QUESTION 4

Briefly discuss **THREE (3)** steps in the control process and discuss **TWO (2)** tools used in measuring the organizational performance. (25 marks)

End of Paper